Help Desk Metric 1.0
Response Time - % of Calls Closed within 1 Business Day

3 Month Trend

Month	Value
Aug-03	90.8%
Sep-03	90.1%
Oct-03	94.0%

Color	Target
Green	>=90%
Yellow	85% to 90%
Red	<=85%

Current Metric	Data Quality
94.0%	0

Notes:

Change Request Metric 1.1
CR Log Response Time - CRs Logged within 1 Business Day of Receipt

3 Month Trend

Month	Value
Aug-03	95.5%
Sep-03	100.0%
Oct-03	100.0%

Color	Target
Green	>=90%
Yellow	85% to 90%
Red	<=85%

Current Metric	Data Quality
100.0%	AD

Notes:

Change Request Metric 1.2
CR Schedule Accuracy - CRs Implemented on Schedule

3 Month Trend

Month	Value
Aug-03	100.0%
Sep-03	100.0%
Oct-03	100.0%

Color	Target
Green	>=90%
Yellow	85% to 90%
Red	<=85%

Current Metric	Data Quality
100.0%	AD

Notes:

Change Request Metric 1.3
CRs Requiring Rework

3 Month Trend

Month	Value
Aug-03	100.0%
Sep-03	100.0%
Oct-03	83.3%

Color	Target
Green	>=90%
Yellow	85% to 90%
Red	<=85%

Current Metric	Data Quality
83.3%	0

Notes:

File Processing Metric 1.4
DLS Servicing Data Processing Response Time (Interface Data Processed within 1 Day)

3 Month Trend

Month	Value
Aug-03	98.6%
Sep-03	97.1%
Oct-03	98.6%

Color	Target
Green	>=90%
Yellow	85% to 90%
Red	<=85%

Current Metric	Avg. Process Time
98.6%	9hrs42m

Notes:

File Processing Metric 1.5
COD to FMS/GAPS Processing Response Time (COD to FMS/GAPS Data Processed within 10 Hours)

3 Month Trend

Month	Value
Aug-03	81.3%
Sep-03	71.5%
Oct-03	66.0%

Color	Target
Green	>=90%
Yellow	85% to 90%
Red	<=85%

Current Metric	Avg. Process Time
66.0%	21.45 hrs

Notes:

File Processing Metric 1.6
FMS/GAPS to COD Processing Response Time (FMS/GAPS to COD Data Processed within 10 Hours)

3 Month Trend

Month	Value
Aug-03	100.0%
Sep-03	100.0%
Oct-03	100.0%

Color	Target
Green	>=90%
Yellow	85% to 90%
Red	<=85%

Current Metric	Avg. Process Time
100.0%	0.70 hrs

Notes:

File Processing Metric 1.7
CB to FMS/GAPS Processing Response Time (CB to FMS/GAPS Data Processed within 10 Hours)

3 Month Trend

Month	Value
Aug-03	100.0%
Sep-03	99.7%
Oct-03	100.0%

Color	Target
Green	>=90%
Yellow	85% to 90%
Red	<=85%

Current Metric	Avg. Process Time
100.0%	0.64 hrs

Notes:

File Processing Metric 1.8
LO to FMS/GAPS Processing Response Time (LO to FMS/GAPS Data Processed within 10 Hours)

3 Month Trend	Color	Target
	Green	>=90%
100.0% 100.0% 100.0% (Aug-03, Sep-03, Oct-03)	Yellow	85% to 90%
	Red	<=85%

	Current Metric	Avg. Process Time
	100%	0

Notes:

File Processing Metric 1.9
LC to FMS/GAPS Processing Response Time (LC to FMS/GAPS Data Processed within 10 Hours)

3 Month Trend	Color	Target
	Green	>=90%
95.5% 100.0% 100.0% (Aug-03, Sep-03, Oct-03)	Yellow	85% to 90%
	Red	<=85%

	Current Metric	Avg. Process Time
	100.0%	0.56 hrs

Notes:

FMS to FMSS Metric 2.0
Files Transmitted to FMSS

3 Month Trend	Color	Target
	Green	>= 10
29 30 20 (Aug-03, Sep-03, Oct-03)	Yellow	8 to 9
	Red	<=7

	Current Metric	Data Quality
	20	0

Notes:

FMS to FMSS Metric 2.1
Business Days to Close the Period

3 Month Trend	Color	Target
	Green	<= 3
4 6 3 (Aug-03, Sep-03, Oct-03)	Yellow	4 to 5
	Red	>= 6

	Current Metric	Data Quality
	3	0

Notes:

Other Service Level Metric 2.2
Service Reporting Delivery

3 Month Trend	Color	Target
	Green	<=7
5 7 6 (Aug-03, Sep-03, Oct-03)	Yellow	8
	Red	>=9

	Current Metric	Data Quality
	6	0

Notes:

Help Desk Metric 2.3
Request Volume (Info. Only)

3 Month Trend	Color	Target
	Green	<100
130 152 182 (Aug-03, Sep-03, Oct-03)	Yellow	100 to 150
	Red	>150

	Current Metric	Data Quality
	182	0

Notes:

Notes for the Past 3 Months

Service Level Metric 1.0	
Service Level Metric 1.1	
Service Level Metric 1.2	
Service Level Metric 1.3	
Service Level Metric 1.4	
Service Level Metric 1.5	Metric 1.5 was low for the month of October due to Journal Imports failing during the weekend processing. These files are processed on Saturday, but due to the journal import failures the batches were not successfully imported until Monday. The caused thousands of transactions to processed in over 10 hours.
Service Level Metric 1.6	
Service Level Metric 1.7	
Service Level Metric 1.8	
Service Level Metric 1.9	
Service Level Metric 2.0	
Service Level Metric 2.1	
Service Level Metric 2.2	
Service Level Metric 2.3	